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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket: 60027.0326US01/BS#98041  
Title: System and Method for Eliminating An Unnecessary Dispatch of A Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on April 8, 2004.

By: *Jodi L. Hartman*  
Name: Jodi L. Hartman

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

39262  
PATENT TRADEMARK OFFICE

Sir:

We are transmitting herewith the attached:

- ☒ Transmittal Sheet in duplicate containing Certificate of Mailing  
☒ Request For Continued Examination and fee of \$770.00  
☒ Response and Amendment  
The fee has been calculated as shown below in the "Claims as Amended" table  
☒ Request for Extension of Time for 3 month(s) and fee of \$950.00  
☒ Please charge Deposit Account No. 13-2725 in the amount of \$950.00 to cover the required extension fee for a large entity  
☒ Return postcard

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CLAIMS AS AMENDED

Claims Remaining After Amendment		Highest Number Previously Paid For		Present Extra		Rate		Fee
Total Claims								
29	-	31	=	0	x	18.00	=	\$0.00
Independent Claims								
5	-	5	=	0	x	86.00	=	\$0.00
MULTIPLE DEPENDENT CLAIM FEE								\$0.00
TOTAL FILING FEE								.00

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

MERCHANT & GOULD P.C.  
P.O. Box 2903, Minneapolis, MN 55402-0903  
404.954.5100

By: *Jodi L. Hartman*  
Name: Jodi L. Hartman  
Reg. No.: 55,251  
JLH

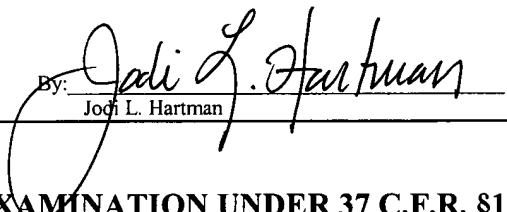
S/N 09/474,643

PATENT

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By:   
Jodi L. Hartman

REQUEST FOR CONTINUED EXAMINATION UNDER 37 C.F.R. §1.114

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P.O. Box 1450  
Alexandria, VA 22313-1450

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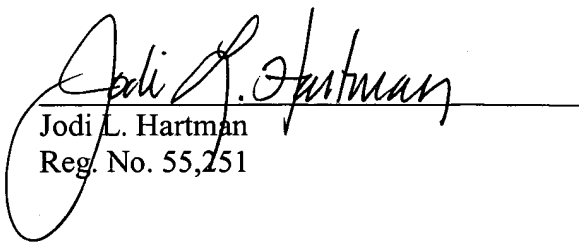
Dear Sir:

Under 37 C.F.R. §1.114, it is respectfully requested that this application be accorded the benefits of Continued Examination.

Please charge Deposit Account No. 13-2725 in the amount of \$770.00 to cover the required fee for a large entity.

Respectfully submitted,

MERCHANT & GOULD P.C.  
P.O. Box 2903  
Minneapolis, MN 55402-0903  
404.954.5100

  
Jodi L. Hartman  
Reg. No. 55,251

Date: April 8, 2004

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02 FC:1853

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